

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application

Inventor(s): Garibay, et al.

Appln. No.: 10/664,473

Confirm. No.: 4342

Filed: September 17, 2001

Title: SELF-SERVICE CUSTOMER LICENSE
MANAGEMENT APPLICATION ALLOWING
SOFTWARE VERSION UPGRADE AND
DOWNGRADEPATENT APPLICATION

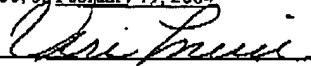
Art Unit: 3621

Examiner:

Customer No. 23910

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this correspondence is being deposited in the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Art Unit 3621, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on February 19, 2004.

 (Signature)
Teri Muir

Signature Date: February 19, 2004

PRELIMINARY AMENDMENT

Art Unit 3621
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Before examining the subject application, under Rule 37 C.F.R. 1.78 (5)(i) and 1.78(5)(ii); this amendment is being submitted within the sixteen months from the filing date of the prior filed provisional applications and we respectfully request that the application be amended as follows.

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Attorney Docket No.: BEAS-01454US7 SRM/JPO
JOrmalley/Beas/1454/1454us7/Second Prelim.wpd